

Healthwatch Manchester Board Meeting - reconvened from August 2020

Tuesday 15th September 2020, 5:00-6:30pm, Remotely (Zoom) due to Coronavirus restrictions

Present	Apologies
Vicky Szulist - Chair (VS) Neil Walbran (NW) Charles Kwaku-Odoi (CKO) Circle Steele (CS) Mina Desai (MD) Anita Kanji (AK) Jacqueline McKinney (BSL Interpreter) Julie Rigby (JR) Andy Needle (AN) Richard Hughes (RH)	

Minutes

Welcome and Introductions

NW welcomed attendees.

No members of the public were in attendance.

No conflicts of interest

1. **Minutes of Previous Meeting** from 16th June 2020 were accepted as a true and accurate record.
 - 1a. The latest action log was reviewed agreed and updated
 - 1b. The latest decision log was reviewed, agreed and updated.

2. Matters Arising

Action Log Update

254 - NW and FM to organise a FOI request regarding support for vulnerable communities to access the test and trace system. No response from FM. NW will prioritise this himself.

The matter was highlighted by the board as a priority. CS, MD, AK and AN reported issues with their communities accessing the system.

NW will engage with Manchester People First users about their views on the system.

CS, VS and JR joined the meeting

COVID 3 Communities Survey - Initial Findings

- The work of voluntary and community organisations is highly valued and trusted by the three communities when seeking support during the pandemic.
- Poor communication is a major theme throughout all three surveys:
 - o 60 % from the Chinese community said they did not feel well informed
 - o 40% from the Deaf community
 - o 50% from the Urdu speaking community
 - o Lack of available translation was the key reason why people did not feel well informed about the risks to their health and a factor in preventing them from accessing services
- A substantial proportion of respondents were not aware of the available services to assist with their health needs during the pandemic.

3. Report to the Board

NW presented his activity report to the board.

NW had previously sent a FOI to MHCC asking what their engagement plans were regarding the Single Hospital Service. He has received a response detailing a list of engagement initiatives but no timeline.

Volunteers

- There has been a loss in volunteers with many students staying at home.
- HWE are pushing for online/distance volunteering but NW is concerned about the resources required.
- MD knows of people currently looking for yearlong volunteering placements in the health and care sector.
- Online volunteer training could be provided so volunteers are ready to start when they do come back physically.

Philip, the Volunteers and Membership Officer is leaving so there needs to be a discussion about recruitment.

The Board **agreed** to give a vote of thanks to Philip for his work with Healthwatch Manchester.

4. COVID Recovery Plan

The board discussed recovery plans and how HWM should do one.

JR and VS said their organisations are not going to go back to the way things were. They have adapted to working online.

AN said Manchester People First are currently creating a plan for going back that can be changed if the situation changes.

VS suggested it be done as an outline for a discussion document and to leave off timeframes as it is not possible to know what will happen in the next few months.

Action: NW to create a COVID recovery plan.

5. Long Term Planning

The new information team have been planning new ways of engagement.

They discussed the potential for a men's health and care forum, women's health and care forum and a family health and care forum. This could be publicised using the new media equipment.

Public section of the meeting closes

Date, time and venue of next meeting

The next meeting will be Tuesday 17th November, 5-6.30pm.

Assumed to still be virtual.

Please give apologies to Rachel prior to the meeting.